

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

2. Once the problem is identified, the next step is to define the objectives and goals of the project. This helps to clarify what needs to be achieved and provides a clear direction for the team.

3. The third step is to develop a plan or strategy to address the problem. This involves breaking down the problem into smaller, manageable tasks and determining the resources needed to complete each task.

4. The fourth step is to implement the plan. This involves putting the strategy into action and monitoring progress regularly to ensure that the project is on track.

5. The final step is to evaluate the results of the project. This involves comparing the actual outcomes with the objectives and goals to determine the effectiveness of the project and identify areas for improvement.

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INTERFERENCE SEARCHED			
Class	Subclass	Date	Examiner

SEARCH NOTES (INCLUDING SEARCH STRATEGY)		
	DATE	EXMR
EAST Keyword: time slot, workforce scheduling, resource assignment, time window, reservation, appointment, order	2/23/2005	SJ
EAST Keyword: clickschedule, defragment, disk fragmentation, order scheduling	2/23/2005	SJ
ACM.org Keyword: field service, ffa, field force automation, service call, reservation system	2/23/2005	SJ
Safari Books Keyword: outlook, field service, field force automation	2/23/2005	SJ
Google Keyword: field service, reservation system, ffa, mobile workforce	2/23/2005	SJ